VTC Site Installation

Purpose

The installation of the CalEMA VTC AVPN network connection occurs in several steps. This document details each step and its requirements. Communications regarding the installation of the VTC network should be directed to vtc-install@calema.ca.gov. Documentation for the CalEMA VTC project can be found at www.calema.ca.gov/vtc.

Overview

The AVPN router is installed in the same location as the existing OASIS network equipment, and a connection made between the two. This is required to provide the route redundancy to the shared CalEMA resources. One Ethernet port of the router connects to the existing OASIS switch, while the other is used to provide the network connection for the VTC endpoint. This port will either be connected directly to the VTC endpoint, or to an existing firewall. The participating organization will be responsible for configuring any existing equipment required to connect the AVPN router into the site infrastructure. If a new VTC endpoint is being installed, it will be the final equipment installed. If an existing VTC Endpoint is being used, configuration and testing will be performed. The installation will take place following the ten step process below, with a discussion of each step following.

1. Project Announcement
2. Collection of Site Contact Information
3. AT&T Technical Introduction
4. Collection of Site Details
5. AVPN Circuit Order
6. Site Configuration Confirmation
7. AVPN Circuit Install
8. Inside Wiring
9. AVPN Router Install
10. VTC Endpoint Configuration

Project Announcement

CalEMA announces the project through various channels of communication and sends the document titled “VTC Project Overview” to all counties in California. The intent of this document was to provide an overview of the project and develop contact records for each of the participating organizations.

Collection of Site Contact Information

CalEMA and AT&T receives the initial site contact information, and forwards communications and project process documentation to the site contacts. Site contacts are asked to read through the project documents, while a technical introduction and discovery meeting is scheduled with AT&T. Site contact information is collected in the “VTC Site Information” document.

AT&T Technical Introduction

The project documents are reviewed in the introductory meeting, giving the site contacts an opportunity to ask questions and communicate any concerns or special circumstances regarding

the implementation at the site. The location for the Minimum Point of Entry (MPOE) for the facility housing the AVPN router, and the location of the VTC endpoint will be confirmed during this meeting.

Collection of Site Details

The participating organization uses the "VTC Site Information" document to collect the pertinent details regarding the site implementation. This information is then forwarded to the vtc-install@calema.ca.gov mailbox for processing.

AVPN Circuit Order

Upon review of the site details, the AT&T AVPN circuit is ordered. The typical lead time for the circuit is 30-45 days.

Site Configuration Confirmation

A final configuration for the site is determined, and a meeting is held to confirm the details of the implementation.

AVPN Circuit Install

AT&T completes the circuit install. This is the first site visit, and the technician will require access to the MPOE.

Inside Wiring

The site contact will meet with the technician on the second site visit to confirm the location of the OASIS equipment, the AVPN router, and the VTC endpoint. If the required inside wiring is not complex, it will be completed at this time. A second site visit will be required for sites requiring extensive inside wiring.

AVPN Router Install

The AVPN router will be installed and connected to the OASIS equipment. Communications will be tested to ensure proper operations.

VTC Endpoint Configuration

The final site visit will include the installation of the CalEMA VTC endpoint, if one is being provided. If a new VTC endpoint is not being delivered, the existing VTC endpoint is registered using the "VTC Endpoint Registration" document and configured for use on the VTC network.